

REMARKS

Claim 1 has been amended to call for a method that includes receiving a request for help related to a web page. A web page locator is automatically received to remotely access that web page. The web page locator is automatically used to remotely access the web page. Thus, the entity providing the web page help does not need to do anything other than receive the help request and then the information needed to access the web page in question is received automatically and the connection to the web page is automatic.

In the England reference, there is no automatically accessing of any web page. It must all be done by selection from an operator.

Frese teaches a system in which one computer can automatically view what another computer is doing. For example, in the summary of the invention in the paragraph bridging the bottom of column 3 and the top of column 4, it is explained that "a user at the second computer may establish on-demand remote control of the application program on the first computer to provide input to and view output from the application program at the first computer." While this is one approach that could potentially be applied to the problem of providing help for a web page, the problem is that most people do not want the person they are asking for help to have access to everything on their computer and to run applications resident on their computer. Thus, in order to use Frese to provide web page help, which does not appear to be contemplated within Frese, you would have to give Frese's operator full access to your system in the sense that he can run applications from your system.


In contrast, with the claimed invention, by asking for help, you provide web page locator information which the help provider can use to automatically access the web page. This may all be done relatively simply and without granting access to applications on your computer to a web page help provider who you probably would not know.

Thus, it is respectfully submitted that there is a distinct difference between Frese and England, even if combinable, and what is claimed.

Therefore, reconsideration is respectfully requested.

Respectfully submitted,

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